

Claims

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1. A method for designing a knowledge portal for retrieving, organizing and delivering knowledge to a user belonging to an organization, the method comprising identifying a community of users belonging to the organization characterized by a common interest with respect to the knowledge; identifying business processes executed by the users in said community in accordance with strategies of the organization; analyzing the business processes to identify specific activities performed in executing said processes and patterns for performing the respective activities; and constructing the knowledge portal in accordance with said patterns.

2. The method of claim 1 wherein analyzing the business processes to identify specific activities performed in executing said processes is by developing scenarios for using the portal in performing the respective activities and examining said scenarios to identify said patterns for performing the respective activities.

3. The method of claim 2 wherein the usage scenarios are examined for recurring patterns of requests.

4. The method of claim 3 wherein the usage scenarios are examined for recurring patterns of requests selected from the group consisting of type of document, client, industry, technology, collaboration group, application and any other recurring pattern observed in the usage scenario.

5. The method of claim 2 wherein each scenario associated with a given activity includes a description of the activity; a form of a request likely to be made by users to obtain knowledge relevant to the activity; a description of a result expected by the

4 user in response to the request; and a list of known sources of knowledge that may be
5 used in responding to the request.

1 6. The method of claim 5 wherein the list of known sources of knowledge that
2 may be used in responding to the request is selected from the group consisting of
3 documents, databases, web sites, or tools accessible via local area network (LAN), the
4 organization's intranet, the external Internet, or other electronic means.

1 7. The method of claim 1 wherein said common interest is selected from the
2 group consisting of a common base of knowledge, tools and processes; a common
3 way of conceptualizing or organizing that knowledge; and a set of peers with whom
4 the community of users typically network or collaborate.

1 8. The method of claim 1 including initially identifying business and knowledge
2 strategies of the organization, and continually comparing the identified specific
3 activities and patterns for compatibility with the initially identified business and
4 knowledge strategies of the organization.

1 9. The method of claim 1 wherein constructing the knowledge portal includes
2 organizing data into a hierarchy of categories and subcategories.

1 10. The method of claim 9 wherein the hierarchy of categories and subcategories
2 include type of document, support offering, client, industry, technology or any other
3 categorization taxonomy that the community identifies as intuitive and natural to use
4 in organizing the knowledge.

1 11. A method for designing a knowledge portal for retrieving, organizing and
2 delivering knowledge to a user belonging to an organization, the method comprising
3 the steps of:

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1 15. The method of claim 14 wherein the usage scenarios are examined for
2 recurring patterns of requests selected from the group consisting of type of document,
3 client, industry, technology, collaboration group, application and any other recurring
4 pattern observed in the usage scenario.

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1 16. The method of claim 12 wherein the list of known sources of knowledge that
2 may be used in responding to the request is selected from the group consisting of
3 documents, databases, web sites, or tools accessible via local area network (LAN), the
4 organization's intranet, the external Internet, or other electronic means.

1 17. The method of claim 11 including initially identifying business and knowledge
2 strategies of the organization.

1 18. The method of claim 11 including continually comparing the identified specific
2 activities and patterns for compatibility with the strategies of the organization

1 19. The method of claim 11 wherein constructing the knowledge portal includes
2 organizing data into a hierarchy of categories and subcategories.

1 20. The method of claim 19 wherein the hierarchy of categories and subcategories
2 include type of document, support offering, client, industry, technology or any other
3 categorization taxonomy that the community identifies as intuitive and natural to use
4 in organizing the knowledge.

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